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and 6 changed their dependency to claim 1 from the cancelled claims 3 and 5, respectively. No new subject matter was included. The amendment to claim 7 incorporated the subject matter from cancelled claim 9 into claim 7. No new subject was included. Accordingly, in all of the proposed amendments in the 1 June 2005 response, none of the amendments introduced new subject matter or raised new issues that may have required further consideration or searching.

Applicant requests that the Examiner reconsider the amendment and enter the amendment for purposes of appeal. A notice of appeal accompanies this response.

**Substantive Remarks**

**Claims 11 and 16**

Applicant respectfully requests reconsideration and allowance of at least independent claims 11 and 16 and their respective dependent claims in view of the absence of teaching in the prior art for these specific embodiments of the invention. As previously stated, the prior art lacks any teaching whatsoever of an application server and a help server that are communicatively coupled to each other via a data communication network. This embodiment is illustrated in Fig. 8 and these specific elements are required by independent claims 11 and 16. These elements are not addressed in the 1 March 2005 office action. Accordingly, the prior art of record does not teach all of the elements of independent claims 11 and 16 and Applicant asserts that these claims are presently in condition for allowance and a notice of allowance is respectfully requested.

**Claims 1 and 7**

Applicant also requests reconsideration and allowance of independent claims 1 and 7 as amended in the 1 June 2005 response. The amendments to claims 1 and 7 incorporate the aspect of the invention that requires that usage data is collected from the help system and that the usage data include the network address of the user.

Kram does not teach that the usage data includes a network address of the user. Kram is cited at column 21, lines 17 – 18 as teaching this concept. That passage states:

Each user's sequence is maintained in a stack of page addresses. When a user touched the BACK key 174, the page previously displayed is shown with the exception of service program pages, overlay pages and generated keyword index pages.

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The page addresses mentioned in Kram are not network addresses of a user. They are merely representations of a page in a stack that allow previous pages to be redisplayed. A stack is a well known memory construct used in programming to store information in an orderly fashion. The definition of "stack" from The American Heritage® Dictionary of the English Language, Fourth Edition, 2000 is:

Computer Science A section of memory and its associated registers used for temporary storage of information in which the item most recently stored is the first to be retrieved.

Thus, the stack of page address taught by Kram does not suggest the claimed usage data that includes a network address of a user. The addition of Sullivan does not mitigate the fatal deficiencies of Kram. Accordingly, Applicant submits that amended claims 1 and 7 and their respective dependent claims are also presently in condition for allowance. A notice of allowance including claims 1 – 10 is respectfully requested. If the examiner disagrees, Applicant requests that the amendment be entered to put these claims in proper condition for appeal.

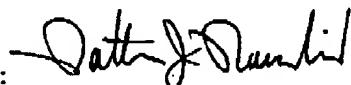
Conclusion

In view of the foregoing Amendments and Remarks, Applicant respectfully asserts that all claims are presently in condition for allowance and such action is earnestly requested. If the Examiner has any questions or comments regarding the above Amendments and Remarks, the Examiner is respectfully urged to contact the undersigned at the number listed below.

Respectfully submitted,  
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Dated: August 26, 2005

By:

  
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